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PATENT

Case Docket No. EHELP.004A

Date: February 7, 2002

2152
#4
BT
03-18-02

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s) : Linyard, et al.
Appl. No. : 09/876,788
Filed : June 6, 2001
For : METHOD AND SYSTEM
FOR PROVIDING
ELECTRONIC USER
ASSISTANCE
Examiner : Unknown
Group Art Unit : 2152

I hereby certify that this correspondence and all
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VA 22202, on

February 7, 2002

(Date)

John M. Carson, Reg. No. 34,303

TRANSMITTAL LETTER

UNITED STATES PATENT AND TRADEMARK OFFICE
PO BOX 2327
ARLINGTON, VA 22202
ATTENTION: APPLICATION BRANCH

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Technology Center 2100

Dear Sir:

Enclosed for filing in the above-identified application are:

- (X) An Information Disclosure Statement.
- (X) The Commissioner is hereby authorized to charge any additional fees which may be required, or credit any overpayment, to Account No. 11-1410.
- (X) Return prepaid postcard.

John M. Carson
Registration No. 34,303
Attorney of Record

EHELP.004A



PATENT

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INFORMATION DISCLOSURE STATEMENT

United States Patent and Trademark Office
PO Box 2327
Arlington, VA 22202

Dear Sir:

Applicant wished to bring to the attention of the United States Patent and Trademark Office the following: AskJeeves.com, a commercial product that was available prior to June 6, 2000. This Information Disclosure Statement is being filed before the receipt of a first Office Action on the merits, and presumably no fee is required in accordance with 37 C.F.R. § 1.97(b)(3). If a first Office Action on the merits was mailed before the mailing date of this

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Statement, the Commissioner is authorized to charge the fee set forth in 37 C.F.R. § 1.17(p) to Deposit Account No. 11-1410.

Respectfully submitted,

KNOBBE, MARTENS, OLSON & BEAR, LLP

Dated: 2/7/02

By: _____

John M. Carson
Registration No. 34,303
Attorney of Record
620 Newport Center Drive
Sixteenth Floor
Newport Beach, CA 92660
(619) 235-8550

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